



Exceeding Expectations

NEWS & INFO FROM HIRED HANDS INC.

SPRING 2006

Editor's Greeting...

Hi there!... and welcome to the latest edition of **Exceeding Expectations**. As always, our aim with this newsletter is to provide our community with valuable insight and information, relating specifically to seniors.

Spring is a time for celebration, and I'm quite proud to wish *ourselves* a very Happy Birthday! In February, HIRED HANDS turned twelve years old! Much has happened in those twelve years, and I'm honored to say thanks to all of our amazing employees that we've worked with during this time. Our wonderful clients rely on their hard work and assistance every day, and their dedication and contributions greatly benefit our aging community!

Speaking of clients... everyone at HIRED HANDS is proud to join the U. S. Administration on Aging (A0A) during the month of May as we celebrate Older Americans Month. This year's theme is Choices for Independence. HIRED HANDS fully supports the desire of older adults to live in their own homes for as long as possible, and is proud to be a part of this effort in pursuit of

healthy aging. In celebration of healthy aging, we're happy to share some interesting statistics, as well as a simple and healthy recipe that anyone can enjoy.

Continuing to provide valuable information, we decided to spotlight a great community resource that is often underutilized. For over 30 years, Hospice of Marin has been providing critical support in a number of different ways to assist in the end of life process. The article beginning on page two details the services that Hospice of Marin offers. HIRED HANDS has worked collaboratively with Hospice of Marin for many years, and we

tip our hat to them for providing over 30 years of service.

Last, but certainly not least, I am proud to introduce three of our amazing employees. Don't miss page 4, where we showcase three of our stars. Ginger, Suli, and Ester exemplify the caliber of our staff. Not only do they do great work—they are great people!

We're honored by the trust our community has placed in Hired Hands for over 12 years now. We look very forward to continuing to **Exceed your Expectations!**

Mark Winter, President
HIRED HANDS INC.

Inside this issue:

Hospice - Bringing Meaning to Each Day	2
Upcoming Events of Interest	2
Choices for Independence	3
Yogurt Crunch	3
A Few of Our Stars	4

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Hospice - Bringing Meaning to Each Day

by Erin Henke, Director of Community Relations, Hospice of Marin

“I don’t know what I would have done without the help of hospice – I only wish I had known about your services sooner!”

We at Hospice of Marin hear these kinds of comments from our patient families all too often...families who faced serious illness and who are appreciative of the support and care that hospice provided.

Hospice of Marin has been providing care to terminally ill people and their loved ones since 1975, and as the first hospice program on the West Coast and the second in the nation, has been one of the pioneers of the hospice movement in the US over the past three decades.

Awareness and utilization of hospice services, however, remains a challenge. With better awareness of hospice services and eligibility criteria will come more timely referrals for care, and access to the additional

support and care that we all deserve as we approach the end of life.

What is Hospice Care?

Hospice care has two main goals. For the terminally ill patient, the goal of hospice is to relieve suffering - to minimize or eliminate the signs and symptoms of pain and discomfort - whether the cause of suffering is physical, emotional or spiritual. For the family and caregivers, the goal of hospice is to provide immediate and ongoing education and instruction on how to help care for their loved one, as well as to provide continuing emotional support. Hospice care enables the patient and their family to spend precious time together, and

to make informed decisions that affect quality of life.

The hospice team works with the patient’s physician to create an individualized care plan that meets the unique needs of each patient and family. Hospice staff receive special training to effectively anticipate, assess, treat, and prevent all types of physical symptoms that cause discomfort and distress as the patient’s illness progresses. Staff members make regular home visits, and a nurse is available by phone 24 hours a day to answer questions or help with a crisis.

By promoting dignity, independence, comfort, and compassion, hospice helps patients and their loved ones find meaning in each day.

Continued on page 5

Upcoming Events of Interest - Please call HIRED HANDS for more information

May 19th - 21st Hospice of Marin’s Bargain Book Sale: \$2 and under.... Used books sold at rock bottom prices providing significant income to benefit Hospice of Marin’s programs and services. (See page 5 for more information)

Sunday, June 4th 1:30pm and 4:30pm Happy Feet Dance Recital: Presenting The Magic of Mary Poppins through classic ballet, jazz and incredible rhythm tap dancing. Marin Veteran’s Memorial Auditorium. Call 415-499-6800 for more info.

Tuesday, June 6th 1pm-3pm ABC: Alzheimer’s - Beginning to Cope presented by the Alzheimer’s Association. An introduction to Alzheimer’s disease for caregivers. Warning signs, the diagnostic process and community resources are discussed.

Wednesday, June 7th 1pm-3pm Healthy Aging: Understand how what you think and feel affects your mind, body and spirit. Learn stress management techniques, good diet, exercise, etc. A program by the Novato Independent Elders Program at the Margaret Todd Senior Center. 893-7940

Thursday, June 15th Advanced Health Care Directives at Kaiser Permanente, Terra Linda. Some choices are too important to be left up to others. An Advanced Health Care Directive ensures that your health care wishes are known if, for any reason, you are unable to speak for yourself. This class covers how to complete the form and what you need to consider. Free to all Kaiser members. Call 415-444-2173 for more info.

Saturday, June 17th, 10am-6pm Marin Arts Festival Lagoon Park, San Rafael One of Marin’s largest art festivals featuring over 200 master artists in an idyllic setting. Tons to see and do: jazz quartets to listen to, hands on art projects, international cuisine. Great sunny day activity!

OLDER AMERICANS MONTH 2006



independence + dignity + choice
= healthy aging

lifestyles that emphasize nutrition, physical activity, disease prevention, and active participation in one's health care; and access to the tools necessary to make informed decisions. Combined, these elements help all adults maintain the dignity they deserve, providing more opportunities to live longer independently while contributing to the communities they cherish.

Hired Hands Inc. fully supports the desire of older adults to live in their own homes for as long as possible. We are proud to contribute to making this a viable possibility for so many seniors. If you would like more information for yourself or someone you care for, please feel free to reach us by phone, email, or visit our website at www.hiredhands.net

Good Nutrition Is Essential

Nutrition is important at every stage of life. For older adults, consuming a variety of nutrient-packed foods has been linked to reduced risks for developing chronic health conditions, such as osteoporosis, arthritis, obesity, high blood pressure, diabetes, heart disease, and certain types of cancer. Studies also show that a healthy diet during the later years contributes to a higher quality of life, enabling older people to remain independent and fit for every day activities like hobbies or visiting with family and friends.

The U.S. Administration on Aging (AoA) has developed practical recommendations from the *Dietary Guidelines for Americans 2005* with older adults in mind. *Getting Older. Living Healthier. Feeling Better.* offers guidance on making choices from the major food groups and striking the right balance between calories eaten and calories burned. In general, the adapted guidelines recommend the following:

- Eat a variety of fruits and vegetables.
- Go easy on sugars and incorporate whole grains and fat-free or low-fat milk and milk products into meals.
- Choose lean proteins such as poultry, fish, beans, and nuts, and try to keep total fat to between 20 to 35 percent of daily calorie consumption.
- Limit sodium to no more than 1,500 milligrams per day—the equivalent 3/4 teaspoon of salt.
- Eat foods that are fortified with vitamins D and B12.

Eating balanced meals, finding time to be physically active, and taking advantage of the assistance programs can go a long way toward helping older adults fully enjoy their later years. For more information about nutrition and physical activity, visit www.healthierus.gov/dietaryguidelines.

Our aging population is reaching a turning point in 2006. One of the nation's largest generations—the Baby Boomers—started turning 60. As many as 78 million people constitute the Baby Boom generation, and they stand to make an enormous contribution to the rich character and wisdom older adults offer to all of us.

This May, we join the U.S. Administration on Aging (AoA) in the 2006 *Choices for Independence* celebration of Older Americans Month. We proudly join in the commitment to help our communities prepare for a larger aging population, and to bolster the efforts of Baby Boomers and older adults to achieve healthy aging.

Independence for adults as they age relies on a balance of important elements: empowerment in consumer choice, healthy

Easy...Scrumptious....and Nutritious!

This simple and enjoyable treat is perfect for the upcoming warm months!

Yogurt Crunch is cool!

- 6 cups vanilla yogurt
- 4 firm granola bars, any flavor
- 1/2 cup chopped nuts
- Pint strawberries, hulled and sliced

Pour yogurt into a bowl. Add granola bars to a plastic food bag and crush. Add granola to yogurt with nuts. Stir to combine all ingredients and transfer to 4 cups.

Top with sliced strawberries and serve.



Introducing Just a FEW of our STARS...

Plain and simple—Hired Hands is ALL about PEOPLE. Twenty-four hours per day, 365 days a year, our compassionate and flexible team goes to the Nth degree to make sure that our clients are receiving the absolute best care. It is an honor to shed the spotlight on three of our most recent Employees of the Month. Suli, Ginger, and Esther - we cannot thank you enough for all you do for our clients, and we're extremely proud to have you as members of the HIRED HANDS Team!



Suli Tuapati, came to the US from Fiji in 2001, and has been a valued employee with Hired Hands since, October, 2005. A client recently noted: "Suli is an excellent caregiver, he has been a big help to me, but even more importantly he has made me feel comfortable. He brightens my days and has made a difficult time more easy to endure." He loves caring for the elderly, and feels it is much more than just a job. "There is so much emotion in caring for someone." His hobbies include, skiing in the winter, and water sports and gardening in the summer.

Ginger Blubaugh has worked with Hired Hands since 2001. Clients state time and time again that Ginger is "an excellent caregiver". She truly loves working with the elderly and says that her "clients are so appreciative of her care and that all the positive feedback is wonderful to hear." Ginger loves to cook and clients comment about how "wonderful" her cooking is. When Ginger is not working she loves to go hiking with friends, and really enjoys taking Yoga and Tai Chi classes.



Ester Abayata has been caregiving with Hired Hands since early 2004. Ester consistently receives raves from clients, saying she is "conscientious, caring, and very pleasant to work with.". She has been a caregiver for several years and prior to moving to the U.S., she worked as a teacher in the Philippines. Ester loves movies and listening to music. When asked what she likes most about caregiving, she replies: "I just love serving people and taking care of them."

What Services are Provided?

The hospice care team includes the patient's personal physician, hospice medical director, registered nurse, social worker, home health aide, spiritual counselor, volunteers and bereavement counselor.

Nursing Care

A registered nurse oversees all aspects of a patient's care and is in regular contact with the patient's personal physician. Nursing visits assess the patient's comfort and ongoing symptoms. The nurse assists with the use of pain medication and managing side effects, nutrition, and ordering medical equipment, supplies and medications.

Counseling & Social Services

Social workers provide counseling to patients and their loved ones about coping with illness and end-of life issues, as well as information about available resources and services in the community.

Home Health Aide Services

Home health aides assist with personal care such as bathing, grooming, and dressing; teaching the patient and caregivers about personal care and safety; straightening up the patient's living area; preparing small meals or helping with feeding.

Spiritual Support

An interfaith chaplain offers spiritual support and pastoral counseling. In addition, the chaplain can assist families with funeral and memorial planning.

Volunteer Services

Volunteers provide added support. They may stay with the patient so the caregiver can take a break, or help with household chores, grocery shopping—any number of things you might ask of a friend.

Grief Support

Hospice of Marin offers individual grief counseling and support groups for youth and adults to community members who have suffered the loss of a loved one. These services are not limited to those whose loved ones received hospice services.

The patient and family are considered part of the hospice team and may participate in decisions about the patient's care. In addition, private caregivers, home care workers and professional staff in long-term care facilities are considered part of the 'family' and provide valuable information about the patient's condition and ongoing needs. As part of the hospice family, hospice recognizes that these individuals may also benefit from additional emotional and bereavement support while caring for the patient.

Who is Eligible?

Following a diagnosis of a possibly life-limiting illness, most patients actively pursue therapies that are aimed at cure – or extending one's life. There comes a time, however, when the desire for quality of life begins to outweigh the desire to pursue aggressive therapies. That may be the appropriate time to consider how hospice can help.

Medicare eligibility criteria for hospice include:

- The patient is eligible for Medicare Part A;
- Their physician or the hospice Medical Director certifies that the patient has a prognosis of 6 months or less;
- The patient chooses hospice ("comfort") care rather than curative treatment; and
- The patient receives care from a Medicare-certified hospice program.

Though certification must be received from a physician prior to initiating hospice services, anyone may contact their local hospice to inquire about services. The hospice Admissions Team will then take the necessary steps to determine whether the patient is eligible for hospice and obtain the necessary certifications.

Hospice care is provided wherever someone calls "home" – a residence, nursing home, assisted living facility, or even the hospital. The NHF research showed that 80% of Americans said their wish is to die at home. However, of the 2.4 million Americans who die each year, less than 25% actually die at home.

(Continues on page 6)

We need your help!

Between May 19th-21st, Hospice of Marin will be holding their Annual Used Book Sale to help raise funds for the important work they do. We know that many of us have loads of old books lying around that they just don't know what to do with.

If you, or someone you know, has books that you would like to donate to this very worthy cause, please contact Erin or Barb at 415-884-4343. We are happy to pick up the old books and deliver them to Hospice of Marin.

***People helping people
is what it's all about!***

All About Hospice.
Get the Scoop inside... and MUCH more!

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Hospice—Bringing Meaning to Each Day. (continued from page 5)

Hospice
provides the
quality care
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people to live
well at the end
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Payment for Hospice Care

Hospices accept Medicare, Medi-Cal, and most private insurances. In addition to the care provided by the hospice team, the Medicare Hospice Benefit also covers the cost of durable medical equipment, medications and medical supplies related to the patient's hospice diagnosis. There are very little, if any, out-of-pocket costs to the patient and family. Co-payments and services not covered by insurance are billed to the patient.

As a community-based, non-profit hospice, Hospice of Marin is committed to providing services regardless of one's ability to pay. This is made possible by the efforts of the Hospice of Marin Foundation and the generous financial support of the communities we serve. Funds raised in the community support the care provided to patients and their families.

The Future of Hospice

There will indeed be a growing need for hospice services. There are nearly 40 million seniors in the U.S. In the next 30 years, that number is expected to double, as baby boomers reach age 65. These boomers will place importance on dying well, just as they have emphasized living well. Hospice provides the quality care that allows people to live well at the end of life.

Erin Henke is Director of Community Relations at Hospice of Marin. Hospice of Marin is an independent not-for-profit organization and licensed home health agency accredited by the Community Health Accreditation Program and certified by the Centers for Medicare and Medi-Cal Services. Services are provided in Marin, San Francisco, and Sonoma Counties. For more information, please contact Hospice of Marin at (415) 927-2273, or at www.hospiceofmarin.org; or visit the National Hospice and Palliative Care Organization at www.nhpco.org.

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